

IN THE CLAIMS:

1. (Previously presented) A communication system comprising:

a computer-based data network containing information which is accessible by system users in connection with the data network;

a server in connection with the data network comprising:

a website accessible by the system users over the data network, where the web page includes an audio communications interface for selectably establishing an audio connection via the computer-based data network between the system user and an available service agent, by the system user placing a telephone call via the computer-based data network to the available service agent; and

a processor which processes the audio communication between the system user and the service agent, and receives and stores in memory a version of at least one web page from the website which the system user has viewed, wherein the at least one web page includes a web page which the system user is currently viewing as well as any web pages which the system user has previously viewed in a particular domain;

a telephone system which receives the audio communication from the processor and assigns it to the service agent; and

a service agent interface, which upon assignment of the audio communications to the service agent, receives a broadcasted, interactive version of the at least one web page from the processor.

2. (Previously presented) The system of claim 1 wherein the computer-based data network is the worldwide web.
3. (Original) The system of claim 1 wherein links included in the version of the web pages which the system user is viewing and has viewed are active and provide access to the data network.
4. (Original) The system of claim 3 wherein the reconstructed web pages include all hypertext links and includes at least one of: I.P. address, cookies, login ID, password, any hidden HTML tags, and Java applets.
5. (Original) The system of claim 1 wherein the telephone system is a PBX system which assigns telephone connections based on the service agent availability.
6. (Original) The system of claim 1 wherein the telephone connection is established through Surf&Call technology.
7. (Original) The system of claim 1 wherein the interactive version of the at least one web page is delivered to the service agent using PUSH technology.
8. (Original) The system of claim 1 wherein the service agent user interfaces and the automated telephone system are incorporated into a local area network (LAN).
9. (Original) The system of claim 1 wherein user interfaces which the system users employ to connect with the data network include a system user web browser plug-in which converts the at least one web page to HTML language.
10. (Original) The system of claim 1 wherein the service agent interfaces include a service agent web browser plug-in for receiving the broadcasted, interactive version of the at least one web page.

11. (Previously presented) The system of claim 9 wherein the system user web browser includes the converted at least one web page in an E-mail message to the processor which includes a Caller ID for the system user and at least one of: hypertext links, I.P. address, cookies, log-in I.D., password, Java applets, and any hidden HTML tags, along with the text and information for each of the web pages visited by the system user under the domain.

12. (Previously presented) A communication system comprising:
data network containing information which is accessible by system users in connection with the data network;

a server in connection with the data network comprising:

a website accessible by the system users over the data network, where the web page includes an audio communications interface for establishing an audio connection between the system user and an available service agent; and

a processor which processes the audio communication between the system user and the service agent, and receives and stores in memory a version of at least one web page from the website which the system user has viewed, wherein the at least one web page includes a web page which the system user is currently viewing as well as any web pages which the system user has previously viewed in a particular domain;

a telephone system which receives the audio communication from the processor and assigns it to the service agent; and

a service agent interface, which upon assignment of the audio communications to the service agent, receives a broadcasted, interactive version of the at least one web page from the processor;

wherein user interfaces which the system users employ to connect with the data network include a system user web browser plug-in which converts the at least one web page to HTML language;

wherein the system user web browser includes the converted at least one web page in an E-mail message to the processor which includes a Caller ID for the system user and at least one of: hypertext links, I.P. address, cookies, log-in I.D., password, Java applets, and any hidden HTML tags, along with the text and information for each of the web pages visited by the system user under the domain;

wherein the E-mail message includes a plurality of information segments wherein the information segments include:

a length in bytes for the Caller ID;

the Caller ID in HTML;

a length in bytes for each of the at least one web page; and

the converted at least one web page.

Claims 13-19 (Canceled)

20. (Previously presented) An apparatus for providing communication between a system user with access to a computer-based data network and an available service agent, comprising:

a server connected to the computer-based data network, wherein the server comprises:

a website which is accessible by the system user and includes icons which when selected by the system user initiate a process for establishing audio communications via the computer-based network with the available service agent, by the system user placing a

telephone call via the computer-based data network to the available service agent; and

a processor that provides a connection for the audio communication to a remotely located telephone system and stores a converted version of a web page currently being viewed and any web pages previously viewed in a particular domain by the system user in memory; and upon establishment of the audio communication to the available service agent, reconstructs and broadcasts the web pages in the memory to a service agent interface associated with the available service agent.

21. (Previously presented) The system of claim 20 wherein the computer-based data network is the worldwide web.

22. (Original) The system of claim 20 wherein links included in the reconstructed web pages are active and provide access to the data network.

23. (Original) The system of claim 22 wherein the reconstructed web pages includes all hypertext links I.P. address, cookies, log-in I.D., password, any hidden HTML tags, and Java applets.

24. (Original) The system of claim 20 wherein the telephone system is a PBX system which assigns telephone connections base on the service agent availability.

25. (Original) The system of claim 20 wherein the telephone connection is established through Surf&Call technology.

26. (Original) The system of claim 20 wherein the reconstructed web page is delivered to the service agent using PUSH technology.

27. (Original) The system of claim 20 wherein user interfaces which the system users employ to connect with the data network include a system user web browser plug-in which converts the web page being viewed and web pages previously viewed by the system user to

HTML language.

28. (Original) The system of claim 20 wherein the service agent interfaces include a service agent web browser plug-in for receiving the reconstructed and broadcasted web pages.

29. (Previously presented) The system of claim 27 wherein the system user web browser includes an ID for the system users in the converted web pages in a message to the processor and at least one of: hypertext links, I.P. address, cookies, log-in I.D., password, Java applets, and any hidden HTML tags, along with the listed information for each of the web pages visited by the system user under the domain.

30. (Currently amended) An apparatus for providing communication between a system user with access to a data network and an available service agent, comprising:

a server connected to the data network, wherein the server comprises:

a website which is accessible by the system user and includes icons which when selected by the system user initiate a process for establishing audio communications with the available service agent; and

a processor that provides a connection for the audio communication to a remotely located telephone system and stores a converted version of a web page currently being viewed and any web pages previously viewed in a particular domain by the system user in memory; and upon establishment of the audio communication to the available service agent, reconstructs and broadcasts the web pages in the memory to a service agent interface associated with the available service agent;

wherein user interfaces which the system users employ to connect with the data network include a system user web browser plug-in which converts the web page being viewed and web pages previously viewed by the system user to HTML language;

wherein the system user web browser includes an ID for the system users in the converted web pages in a message to the processor and at least one of: hypertext links, I.P. address, cookies, log-in I.D., password, Java applets, and any hidden HTML tags, along with the listed information for each of the web pages visited by the system user under the domain;

wherein the message includes a plurality of information ~~segment~~ segments wherein the information segments include:

a length in bytes for the Caller ID;

the Caller ID in HTML;

a length in bytes for each of the at least one web page; and

the converted at least one web page.

31. (Previously presented) A communication system for communication via the Internet, comprising:

a computer-based device for a system user to use in communicating via the Internet;

a call center having a plurality of service agents, each having a computer-based device for communicating via the Internet via a server connected to the Internet;

wherein the server has a plurality of web pages that can be accessed by the system user;

wherein at least one of the web pages includes an icon located thereon that can be selected by the system user to place a telephone call via the Internet from the computer-based device of the system user to the computer-based device of an available service agent.